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TO: **Economic Support Supervisors
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies**

FROM: Amy Mendel-Clemens
Communications Section
Bureau of Health Care Eligibility

BHCE/BWP OPERATIONS MEMO

No.: 03-59

Date: 09/18/2003

Non W-2 [X] W-2 [X] CC [X]

PRIORITY: MEDIUM

SUBJECT: **CHANGE CENTER LANGUAGE IN NOTICES OF DECISION**

CROSS REFERENCE:

EFFECTIVE DATE: September 29, 2003

PURPOSE

The purpose of this memo is to inform agencies of additional information being added to client notices. Language referencing change centers will be added to the front eligibility summary portion of the CARES Notice of Decision. CARES has been set up so that any county can designate any change center for its change reporting. Initially, notices produced for cases in three counties (Dane, LaCrosse, Milwaukee and Washington) will utilize change center language.

BACKGROUND

Local agencies requested that text be added to the CARES Notice of Decision to help direct recipient calls related to the reporting of case changes to the designated change center for that county.

CARES CHANGE

EXAMPLES

For notices of decision for Dane County cases:

Please call the Dane County Change Reporting Center at:
(608) 242-7500 to report changes for:
Food Stamps

Medical Assistance
Child Care
W2

For notices of decision for LaCrosse County cases:

Please call the LaCrosse County Change Reporting Center at:
(608) 785-5800 to report changes for:

Food Stamps
Medical Assistance
Child Care
W2

For notices of decision for Milwaukee County cases:

Please call the Milwaukee County Change Reporting Center at:
(414) 267-3500 to report changes for:

Food Stamps
Medical Assistance
Child Care

For W2-related changes, please continue to contact your W2 worker.

For notices of decision for Washington County cases:

Please call the Washington County Change Reporting Center at:
(262) 306-2282 to report changes for:

Food Stamps
Medical Assistance
Child Care

For W2-related changes, please continue to contact your W2 worker.

Agencies with a change center can contact the Call Center to request their change center language appear on notices generated within their county.

CONTACTS

BHCE CARES Information & Problem Resolution Center

Email: carpolcc@dhfs.state.wi.us
Telephone: (608) 261-6317 (Option #1)
Fax: (608) 267-2269

Note: Email contacts are preferred. Thank you.

DHFS/DHCF/BHCE/ER